

EFFECTIVE COMMUNICATION



COMMUNICATING WITH CLARITY... ENSURING UNDERSTANDING

07/25



EFFECTIVE COMMUNICATION

Communication is the exchange of information.





EFFECTIVE COMMUNICATION

Sender – the source of the initial thought/information

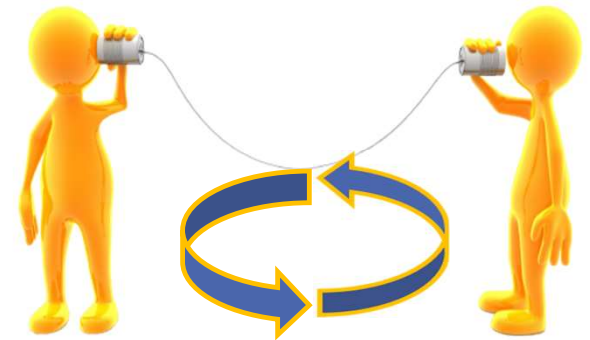
Receiver – the target/audience of the thought/information

Message – the thought/information

Medium – the method chosen to convey the information

Context – the environment (where and who)

Feedback – the response to the information from the receiver





EFFECTIVE COMMUNICATION

Effective communication is a skill. It is the process of exchanging thoughts or information in a manner that limits misunderstanding.

To be effective, communication must be:

- ✓ Clear
- ✓ Correct
- ✓ Complete
- ✓ Concise
- ✓ Compassionate (Consideration/Courtesy)



Clarity in communication is crucial for minimizing misinterpretations



EFFECTIVE COMMUNICATION

To avoid misunderstanding/misinterpretation the message must be in its simplest form. The verbiage used must be appropriate for the receiver/audience, and void of ambiguity.

The verbiage used for an adult must be adjusted when communicating with a small child with limited vocabulary, or a caller with an altered mental status.

Avoid jargon or technical terms that may confuse the receiver. This is extremely important when interrogating a caller and/or when providing instructions.

CLEAR



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To avoid misunderstanding/misinterpretation the message must be coherent and factual when spoken and void of grammatical or spelling errors when written.

Thoughts/information that are not arranged in a logical manner could distort the message, change the intent of the sender and confuse the receiver. This is commonly referred to as mis-communication.

The style and tone of the message can affect how the message is received. It is imperative that the message accurately conveys the precise thoughts of the sender.

CORRECT



EFFECTIVE COMMUNICATION

To avoid misunderstanding/misinterpretation the message must include all necessary/relevant information. There should be no room for assumptions or suppositions.

A complete thought minimizes the need for clarifying questions by the receiver.

This is important when giving life saving or safety instructions to any caller. An incomplete thought may cause the caller to skip steps or incorrectly complete a request.

COMPLETE



EFFECTIVE COMMUNICATION

To avoid misunderstanding/misinterpretation refrain from using long-winded explanations or elaborate verbiage unnecessarily. Instead, the message must be brief and to the point.

Avoid being repetitive or using filler words. Use short sentences that captures the receiver's attention while making sure the main points are conveyed.

Keeping the message short and simple allows for easy comprehension. When choosing words, less is more.

CONCISE



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To avoid misunderstanding/misinterpretation the message must be tactful, polite and professional. It is important that the message is tailored with respect and empathy. Empathizing can make a difficult conversation easier.

The receiver is more likely to be receptive to a message that is delivered with consideration and courtesy.

Relating to the audience/receiver by being friendly and showing interest builds rapport and emphasize goodwill.

COMPASSIONATE



EFFECTIVE COMMUNICATION

- ✓ The key to effective communication whether spoken or written is clarity and brevity.
- ✓ Always eliminate irrelevant and unnecessary details.
- ✓ Repetition may be necessary in some cases, use it carefully and sparingly.
- ✓ How you say something can be just as important as what you say. Your tone can add power and emphasis to your message, or it can undermine it entirely.





EFFECTIVE COMMUNICATION

Do...	Don't...
Clearly and concisely convey your message	Speak vaguely or use jargon
Practice active listening	Interrupt or dominate the conversation
Tailor your message to your audience	Forget to consider your audience's needs
Show empathy for other viewpoints	Be dismissive
Focus on positivity and solutions	Dwell on negativity and blame



